

Community Engagement - Closing the Loop

Community Engagement Policy

From September to December 2020, Knox undertook an engagement program designed for you to have your say on community engagement and how you want to be involved in the decisions that may impact you.

How you participated:



What you told us:

The types of decisions that you consider the most important are:

- Major changes to city wide services
- Environmental changes or impacts
- Health, safety and wellbeing
- Upgrades to reserves and open space

The community engagement values that you consider the most important are:

- Transparency
- Listening

You want community engagement at Knox to:

- Include citizens juries
- Be inclusive and representative
- Use a variety of strategies
- Capture the silent voices
- Have direct contact with the community
- Ensure outcomes are provided to the community

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What you told us:

You want the Policy to:

■ Include options for deliberative engagement practices

■ Ensure the level of controversy does not guide the level of engagement

■ Ensure increased influence and meaningful engagement on issues affecting the community

■ Allow for broad and inclusive engagement

How you want to be involved in decision making:

Council to go out to the community

Lots of options to engage not just online

Allow enough time to consider decisions

Unstructured opportunities

Ensure the community knows how their feedback was used

Opportunities for networking and connection

Ways you want to be engaged:

■ Expert groups

■ Social media polls and online interaction

■ Face to face

■ Range of timeslots inside and outside business hours

■ Community forums

■ Councillors face to face amongst the community

How your feedback was used:

Your feedback has been included in the Community Engagement Policy and reflected in our processes for engaging the community

The policy includes deliberative engagement practices to ensure a high level of inclusion and influence, including citizens juries

Values such as transparency, listening, inclusiveness and representative have been included in the policy

The level of engagement is determined by the impact the decision has on the community, not the level of controversy

We will engage with the community using a range of methods and times, including unstructured opportunities

We will provide appropriate information and time for the community to consider decisions

We will report back to the community on how their feedback was considered in the decision making process

We will continue the conversation on how we can improve the way we engage with the community